

NEIL ABERCROMBIE
GOVERNOR



STATE OF HAWAII
PUBLIC UTILITIES COMMISSION
DEPARTMENT OF BUDGET AND FINANCE
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June 24, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Rm TW-B204
Washington, DC 20554

Re: CG Docket 03-123; Consumer Complaint Log Summary Concerning Telecommunications
Relay Services ("TRS") for the Period June 1, 2010 to May 31, 2011

Dear Ms. Dortch:

In accordance with 47 C.F.R. Section 64.604(c)(1), the State of Hawaii Public Utilities Commission hereby transmits the original and four (4) copies of a TRS Consumer Complaint Log Summary ("Summary") for the 12-month period ending May 31, 2011, which was prepared and provided by Sprint, Hawaii's current TRS provider.

During the period of June 1, 2010 through May 31, 2011, a total of 3 complaints were logged regarding the provision of TRS in Hawaii. The Summary includes the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution. The total number of interstate relay calls by type of TRS will be submitted separately by Sprint. Sprint will provide this information to the FCC under seal since it's confidential. If you have any questions on this matter, please contact Joshua Strickler at joshua.b.strickler@hawaii.gov or (808) 586-2020.

Sincerely,

Hermina Morita
Chair

HM:DT:cp

Enclosures

c: Mark Stone, Federal Communications Commission
LisaAnn Tom, Sprint Relay Hawaii (w/o enc.)

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List A B C D E

Complaint Tracking for HI (06/01/2010-05/31/2011). Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	11/13/10	A voice caller says that she has completed many TTY/voice calls. With all of those previous calls she has never had an operator tell her not to say GA. In addition, the operator told her to speak without saying the GA. The operator was not kind or pleasant and the customer did not know when to speak without using the GAs. The customer would like follow-up contact via e-mail. She did not have the operators id, but informed the supervisor that the call happened around 0930 am Hawaii time. The supervisor thanked the customer for making us aware of the situation.	11/13/10	The RPM followed up with the customer via email two times and the customer has not replied. RPM also made two phone calls, apologized to the customer regarding the operator's inappropriate behavior and told her that she did the right thing to report the situation to a supervisor. RPM explained several types of calls that include GA or not per her request and the customer thanked the RPM for the explanation, it was clear and helpful.
2	12/21/10	There were general technical issues.	12/22/10	A customer's grandson reported that the customer was unable to use the phone yesterday due to not connecting with captions. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center. This technical difficulty caused calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The customer service representative confirmed with the grandson that the customer is now able to make their captioned call successfully.
3	04/25/11	A customer stated that she cannot dial out long distance to her sister. Everyone else in the family on the island of Hawaii can do so but she cannot when using relay service. Relay Customer Service apologized to the customer for the problem and assured them that a trouble ticket would be turned in as stated regarding the problem. The customer requests a call back when the problem is fixed.	04/25/11	After several attempts to reach the customer via phone and emails, the customer was finally reached. The customer explained her frustration for not being able to make long distance calls via VCO and that she called her telephone provider to investigate the phone line. A Sprint Senior Technical Specialist also investigated the issues and was able to successfully make test calls that went through with no problem. The customer visited the Relay Program Manager's office and made some test calls with her VCO phone and it worked fine. We agreed to exchange a her current phone for a new VCO phone. The Relay Program Manager followed up with the customer and found that she was surprised that she was able to make long distance calls with her sister. We suspect that it was a telephone provider issue. The customer is now satisfied.

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